GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:36
ANSWERED ON:25.02.2016
Refund/Compensation to Air Passengers
Raj Dr. Udit

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the parameters laid down/fixed for return of booking amount to a passenger who fails to board a flight;

(b) the time limit, if any, fixed by the airlines to wait for passenger to reach the airport and board the flight;

(c) the number of passengers paid compensation due to airline defaults and delays during the last three years and the current year, year-wise; and

(d) the action taken against the erring airlines in each of these cases along with the other corrective steps taken/being taken by the Government in this regard?

Answer

Minister of CIVIL AVIATION
(Shri Ashok Gajapathi Raju Pusapati)

(a) to (d): A statement is laid on the table of the House.;

STATEMENT TO BE LAID IN REPLY TO THE LOK SABHA STARRTED QUESTION NO. 36 FOR ANSWER ON 25.2.2016 REGARDING REFUND/COMPENSATION TO AIR PASSENGERS.;

(a): Directorate General of Civil Aviation (DGCA) vide Civil Aviation Requirements (CAR) Section 3, Series M, Part II on "Refund of Airline Tickets to Passengers of Public Transport Undertakings" placed at Annexure- I has inter-alia prescribed minimum requirements for refund
of ticket purchased by Person/Passengers with respect to Air Transport Undertaking.;

(b): DGCA has not issued any guidelines in this regard. However, various airlines provide reporting time for passengers at airport on their respective air tickets.;

(c): Compensation is paid by the airlines with respect to denied boarding, cancellation of flights and delays in flights as per the prevailing regulations. As informed by the scheduled domestic airlines, number of passengers affected due to denied boarding, cancellation of flights and delays in flights and compensations paid to them for the period 2013, 2014, 2015 & 2016 (for the month of January) is placed at Annexure-II.;;

(d): As per conditions specified in CAR, Section-3, Air Transport , Series- M, Part-IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" issued by DGCA, airlines are required to provide facilitation and/or compensation to affected passengers. All the airlines are complying the provisions of the above CAR .